

## Quality System Procedure Manual

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### Service Level Agreements Procedure

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#### 1.0 Purpose:

To define the process of developing and reviewing Service Level Agreements (SLA) for both services received by and provided by Trillium Gift of Life Network.

#### 2.0 Scope:

This policy applies to:

- Trillium Gift of Life Network (TGLN)

#### 3.0 Responsibilities:

Senior Leadership Team is responsible for:

- identifying the need for an SLA
- ensuring all TGLN requirements are addressed in the SLA
- performing a final review of the SLA and signing it

Procurement Department is responsible for:

- drafting and reviewing the SLA

Director Quality is responsible for:

- reviewing SLAs for Health Canada, EBAA and AATB requirements, where applicable

#### 4.0 Procedure:

4.1 When Senior Leadership Team (SLT) identifies a need for an SLA, it will engage the Procurement Department to draft the SLA with the engaged party. In some cases SLT or the Procurement department may be presented with a draft SLA from the engaged party. An engaged party can either be a service provider to TGLN or a customer for which TGLN provides service to.

4.2 When TGLN is the originator of the SLA, the Procurement Department or designate is responsible for drafting the SLA or engaging TGLN's Legal Counsel to draft the SLA.

4.3 The Procurement Department or designate provides a draft copy of the SLA to the relevant Program Director(s) for review.

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- 4.4 The Procurement Department or designate provides a draft copy of the SLA to the Director Quality for review, if required. The Director Quality ensures all Health Canada, EBAA and AATB requirements are met in the SLA, where applicable.
- 4.5 The Procurement Department or designate then obtains a legal review of the draft SLA from TGLN's Legal Counsel.
- 4.6 The Procurement Department or designate reviews the draft SLA with the engaged party.
- 4.7 If the Program Director(s), Director Quality, or engaged party make any material changes to the SLA, TGLN's Legal Counsel will review the document. Steps 4.3 to 4.7 repeat until the SLA is finalized.
- 4.8 The final SLA is signed by appropriate members of SLT and the engaged party to come into force.
- 4.9 Periodically, SLAs are reviewed by TGLN and the engaged party for currency and applicability. If changes are needed, steps 4.2 to 4.8 are repeated.

#### 5.0 Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
Service Level Agreement	_____	Procurement Department	Procurement Department	As long as legally required

#### 6.0 References:

- None